

IMPORTANT INFORMATION – In conjunction with the implementation of a new billing system, the Division's Office of Accounting and Finance will NOT have access to any water/sewer customer account information (e.g., balances, next bill date, etc.) until the previous month's (June's) data is furnished by our current provider, uploaded to our new provider and subsequently converted into the new billing system, which is expected to be completed on or about July 10, 2015.

Additionally, we will have limited access to process any credit/debit card payments AFTER JUNE 29, 2015 until the new system is operational. Payments received by mail or in person at 4520 Metropolitan Court during this period will be processed beginning on or about July 10, 2015.

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As a reminder and noted in the customer letter of May 13, 2015, all payments received at the Washington, DC P.O. box listed on previous bills are at risk of being marked as RETURN TO SENDER by the prior billing provider.

Beginning with customer bills dated after July 10, 2015, there will be a 9-digit account number, which is similar to

the account number on prior bills, AND a newly assigned 6-digit customer ID number. **Please refer to the full 15-digit number on all future payments to ensure timely posting of your payment to the proper account.** This is especially important if you use an on-line bill payer service since these payments do not include the remittance information provided with the bill.

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We sincerely apologize for any inconvenience to our customers during this transition period and appreciate your patience as the conversion is completed.